

**COMPLAINT AGAINST MOTOR VEHICLE
SALES OR SERVICE BUSINESS FIRM**
K-35 REV. 9-2001

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
DEALERS AND REPAIRERS DIVISION
On The Web At <http://dmvct.org>

CASE NUMBER

DMV OFFICE
USE ONLY

DEALER LICENSE NUMBER

DEALER LOCATION NUMBER

**COMPLETE BELOW AND SEND THE SECOND COPY TO THE REPAIR SHOP OR DEALERSHIP WHICH IS THE OBJECT OF YOUR COMPLAINT.
SEND THE TOP COPY, PLUS COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT, TO THE DMV AT ADDRESS BELOW.**

TO: Department of Motor Vehicles, Dealers and Repairers Division, 60 State Street, Wethersfield, CT 06161-2010.

REPAIR SHOP OR DEALERSHIP INFORMATION	BUSINESS NAME (As Shown on Invoice)		PERIOD VEHICLE IN CUSTODY OF BUSINESS	
	BUSINESS ADDRESS (Number and Street)		BUSINESS PHONE NUMBER	
	(City or Town)	(State)	(Zip Code)	PERSON DEALT WITH
COMPLAINANT INFORMATION	YOUR NAME			DATE OF SERVICE/SALE
	YOUR ADDRESS (Number and Street) (City or Town) (State) (Zip Code)			PHONE NUMBER WHERE YOU CAN BE REACHED
VEHICLE INFORMATION	MAKE	MODEL	YEAR	MARKER PLATE NUMBER
	VEHICLE IDENTIFICATION NUMBER		CURRENT ODOMETER READING	ODOMETER READING AT TIME OF REPAIR OR SALE
IF REPAIR, WAS A WRITTEN OR ORAL ESTIMATE GIVEN TO YOU PRIOR TO THE WORK BEING DONE? <input type="checkbox"/> YES <input type="checkbox"/> NO		HAS THE DEALER OR REPAIRER BEEN NOTIFIED OF THE COMPLAINT? <input type="checkbox"/> YES <input type="checkbox"/> NO		THE DEALER/REPAIRER SHOULD BE GIVEN THE OPPORTUNITY TO RESOLVE ANY COMPLAINT YOU MAY HAVE WITH THEM PRIOR TO ANY ACTION BY THE STATE.
IF REPAIR, WERE ANY REPLACED PART(S) RETURNED TO YOU? <input type="checkbox"/> YES <input type="checkbox"/> NO		WERE ANY REPLACED PARTS REQUESTED BY YOU? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF YES, WHEN WERE REPLACED PART(S) REQUESTED? <input type="checkbox"/> BEFORE REPAIR <input type="checkbox"/> WHEN VEHICLE WAS RETURNED <input type="checkbox"/> AFTER VEHICLE WAS RETURNED

PLEASE READ BACK OF FORM BEFORE COMPLETING BELOW

SECTION A - GENERAL REPAIRS

CHECK APPROPRIATE BOX(ES) FOR COMPLAINTS REGARDING CUSTOMER PAID REPAIRS

- | | |
|--|---|
| <input type="checkbox"/> A1 Repair did not correct the problem vehicle brought in for | <input type="checkbox"/> A8 Repair bill exceeded the estimate provided as to the cost of repairs |
| <input type="checkbox"/> A2 Repair caused additional problems with vehicle | <input type="checkbox"/> A9 Repairer never completed repairs (vehicle is still in the shop) |
| <input type="checkbox"/> A3 Repairer refuses to cover a previous repair under warranty | <input type="checkbox"/> A10 Repairer charged for repairs that were never done |
| <input type="checkbox"/> A4 Additional trips to the repairer are required for the same problem | <input type="checkbox"/> A11 Emissions related complaint |
| <input type="checkbox"/> A5 Repairer overcharged for repairs | <input type="checkbox"/> A12 Unlicensed sales or repair activity |
| <input type="checkbox"/> A6 Repairer did not provide an estimate prior to performing repair | <input type="checkbox"/> A13 Overcharge for towing & storage |
| <input type="checkbox"/> A7 Repairer did not obtain authorization to perform repairs to vehicle | <input type="checkbox"/> A14 OTHER: _____ |

SECTION B - VEHICLE SALES

CHECK APPROPRIATE BOX(ES) FOR COMPLAINTS REGARDING VEHICLE PURCHASES

- | | |
|---|---|
| <input type="checkbox"/> B1 Dealer misrepresented sale in a written contract | <input type="checkbox"/> B6 Repeated trips to the dealer are required for same warranty repair |
| <input type="checkbox"/> B2 Dealer failed to provide Sales Invoice and/or a Purchase Order | <input type="checkbox"/> B7 Permanent registration was never received |
| <input type="checkbox"/> B3 Dealer did not specify the terms of warranty | <input type="checkbox"/> B8 Dealer refuses to refund the deposit made on a vehicle purchase |
| <input type="checkbox"/> B4 Warranty provided does not meet the state required standards | <input type="checkbox"/> B9 Odometer complaint |
| <input type="checkbox"/> B5 Dealer refused to repair vehicle under warranty | <input type="checkbox"/> B10 OTHER: _____ |



DID YOU REMEMBER TO:

- Attach a clear explanation of your problem
- Include readable copies of ALL sale or repair documents
- Include copies of ALL letters to and from the Dealer/Repairer
- Send the yellow copy of this form to the Dealer/Repairer

I am filing a complaint against the business named above. I am requesting that the Department of Motor Vehicles assist me in resolving my problem to the extent provided by law. I have sent the second copy to the Dealer/Repairer.

SIGNATURE OF COMPLAINANT

DATE SIGNED

X

ANY ALLEGATION MADE MUST BE ACCOMPANIED BY DOCUMENTATION, WHICH MAY BE IN THE FORM OF SALES PURCHASE ORDERS, INVOICES, FEDERAL ODOMETER STATEMENTS, REPAIR ORDERS, ESTIMATES, AUTHORIZATIONS, STATEMENTS FROM REPAIR SHOPS/ DEALERSHIPS, ETC.

DISTRIBUTION: White Copy - CT DMV

Yellow Copy - Dealer or Repairer

The Connecticut Department of Motor Vehicles regulates motor vehicle dealers and repairers licensed in our state to assure compliance with applicable state law. Many problems that may arise in your interaction with licensed dealers and repairers may be time consuming or even costly. However, your problems may not involve violations of Connecticut State law. To seek resolutions to these types of problems, civil court action may be required. Further information for these civil actions can be obtained by contacting your local court. If you are not certain if your problem is within the jurisdiction of the DMV, we suggest you file a complaint, and we will then determine if we can help you.

In an effort to expedite the resolution of your complaint, please read carefully the following tips. Match the number and section of the tip to the boxes you checked off on the front of this form. These tips may help define whether your best recourse is through the Connecticut Department of Motor Vehicles or through Connecticut's civil court system.

TIPS FOR SECTION A - GENERAL REPAIRS

A1 - It is not illegal to misdiagnose a vehicle problem. Symptoms may lead a reputable mechanic to perform the wrong repairs. Your authorization to perform the repairs is the most important issue in this type of problem. Compensation for money spent on these repairs may have to be sought through civil court.

A2 - Please be sure you can substantiate this type of allegation. A qualified second opinion from another Connecticut licensed repairer will most likely be required.

A3 - Please be sure you can provide us with a written copy of your warranty. Also, be sure that the part did not fail after the time frame of your warranty. A document is required to substantiate that the failure occurred while the warranty was in effect.

A4 - The repairer must make an honest effort to correct the problem with your vehicle. Ask your repairer if a new car dealer of your type of vehicle was consulted for any additional insights on the problem. Some problems, especially intermittent ones, are difficult for repairers to diagnose.

A5 - If you were given an estimate and you authorized the work, provided the estimate was not exceeded, there may be no violation of law. DMV does not regulate the price of repairs.

A6 - In certain situations, Connecticut law allows for an oral estimate and authorization of a repair. If you authorized the work by phone. For example, you may not have received a written estimate but the repair shop must have a record of the estimate that was given orally.

A7 - See A6 above.

A8 - See A6 above.

A9 - It is not unusual to find additional problems during the course of a repair. If you refuse to authorize these additional repairs, the repairer may not be able to properly complete the job. Communicating with your repairer may save you time and money in the long run.

A10 - See A2 above.

TIPS FOR SECTION B - VEHICLE SALES / COVERED REPAIRS

B1 - You are entitled to a "Purchase Order Agreement" signed by both buyer and seller which lists your vehicle's information and explains the warranty and conditions of purchase. You are also entitled to a "Sales Invoice" which you should receive upon delivery of your vehicle.

B2 - See B1 above.

B3 - See B1 above.

B4 - Any vehicle whose primary use is non-commercial, and which is less than 7 years old and costs \$3000 or more, is required by a state-mandated warranty to be **mechanically operational and sound**. This warranty, however, may not cover normal incidental problems such as a minor oil leaks, rattles, or any cosmetic or convenience feature (e.g., paint job).

B5 - Be sure that the part you want fixed is covered under the warranty. See B4 above. Also, be sure that your coverage is not being denied by a private insurance company (*service contract*) who is holding your warranty. Your situation depends on what you signed at the time of purchase.

B6 - See A4 above.

B7 - Before filing your complaint, check with your dealer. Ask your dealer if there was a problem regarding the processing of your registration. If the answer is not satisfactory to you, file your complaint with DMV as soon as possible.

B8 - Please see B1 above. Check your purchase order agreement. You may have signed a form that specifies "NO REFUND OF DEPOSIT". If that is the case, there is no violation of motor vehicle law.

B9 - Attach copies of all your purchase documents, any repair orders, and service contracts or extended warranties and any other documents which show a discrepancy.